



Installation Operation & Maintenance

M38DV-PRC Panorama Direct-Vented Gas Fireplace

Warning:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

For Your Safety:

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

What To Do If You Smell Gas:

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

- *Check local codes and read all instructions prior to installation.*
- *Leave this manual with the owner.*



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Introduction

The **38 Series** Direct Vent - Panorama is a multi-sided Gas Fireplace with an adjustable center burner and air-circulating fans. It is available in two models:

- Model **M38DV-PRC** (continuous pilot)
- Model **M38DV-PRC-I** (intermittent pilot)

This manual covers both models and unless otherwise specified, the designation M38DV-PRC refers to both models. Sections which are specific to a particular model are marked with a  symbol, plus the appropriate model number.

The M38DV-PRC is rated for:

- Natural Gas at 30,000 BTU/H (8.78 Kilowatts) max. input, and 23,400 BTU/H (6.86 Kilowatts) min. input
- Propane at 28,000 BTU/H (8.20 Kilowatts) max. input, and 21,800 BTU/H (6.40 Kilowatts) min. input

The Montigo warranty will be voided by, and Montigo disclaims any responsibility for, the following actions:

- Modification of the fireplace and/or components including Direct-Vent assembly or glass doors.
- Use of any component part not manufactured or approved by Montigo in combination with this Montigo fireplace system.
- Installation other than as instructed in this manual.

Consult your local Gas Inspection Branch on installation requirements for factory-built gas fireplaces. Installation & repairs should be done by a qualified contractor.

Installations in Canada must conform to the current **CAN/CGA B-149.1** and **.2** Gas Installation Code and local regulations. This fireplace's fans must be electrically grounded in accordance with **CSA C22.1** Canadian Electrical Code Part 1 and/or Local Codes.

Installations in the USA must conform to local codes, or in the absence of local codes to the National Fuel Gas Code, **ANSI Z223.1-1988**. The fans must be grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, **ANSI/NFPA 70-1987**.

CAUTIONS

Due to its high operating temperatures, the appliance should be located out of traffic & away from furniture and draperies.

- Children and adults should be alerted to the hazards of the high surface temperature, which could cause burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room as the appliance.
- Clothing or other flammable materials should not be placed on or near the appliance.

Installation

Installing The Fireplace Shell

The fireplace may be installed in any location that maintains clearances to air conditioning ducts, electrical wiring and plumbing. Safety, as well as efficiency of operation, must be considered when selecting the fireplace location. Try to select a location that does not interfere with room traffic, has adequate ventilation, and offers an accessible pathway for Direct Vent installation.

The fireplace dimensions are shown below:

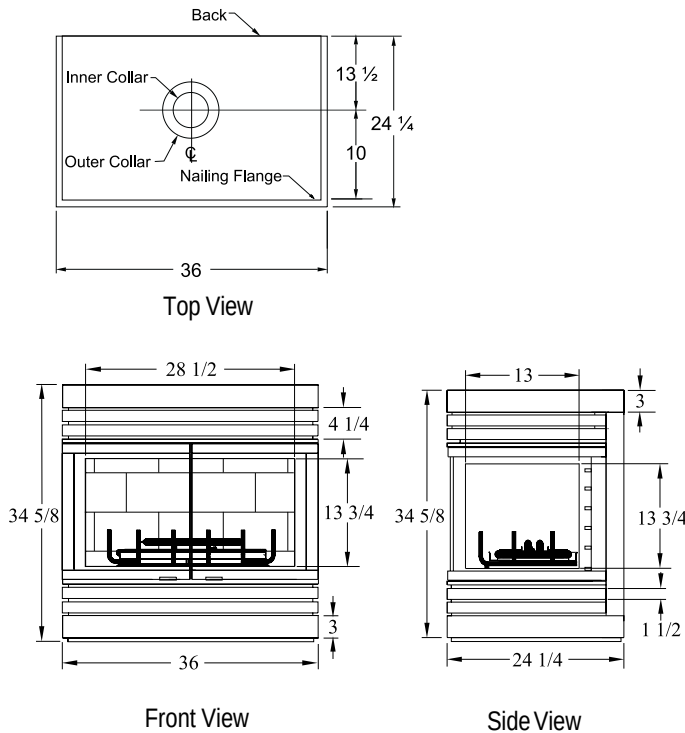


Figure 1. Fireplace dimensions.

Clearances

The M38DV-PRC clearances to combustible materials are:

Top*	16"
Back	0"
Floor	0"
Mantle**	6"
Vent	1"

* Clearance from the top of the fireplace to a combustible ceiling within the fireplace enclosure.

** Refer to page 8.

WARNING:

When this appliance is installed directly on carpeting, tile or any combustible material other than wood flooring, it must be installed on a metal or wood panel extending the full width and depth of the appliance.

Framing

Unprotected combustible walls which are perpendicular to the fireplace opening, must not project beyond the shaded area shown in Figure 13b.

For protection against freezing temperatures, it is recommended that outer walls of the chase be insulated with a vapour barrier. This will reduce the possibility of a cold-air convection current on the fireplace.

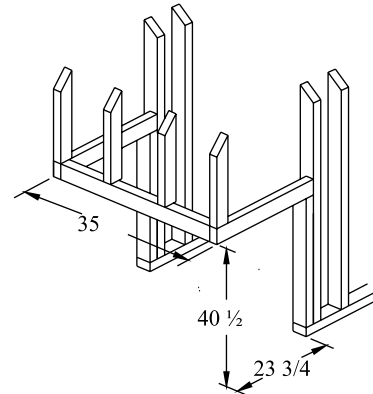


Figure 2. Framing dimensions.

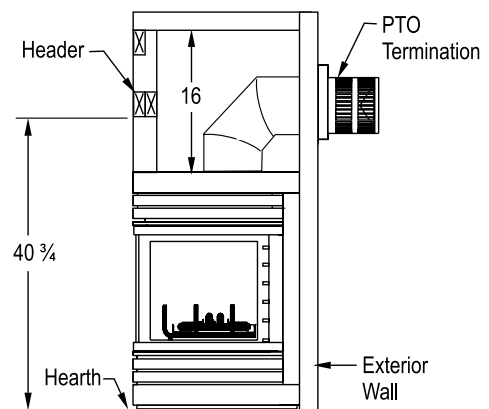


Figure 3. Framing for shelves over the fireplace.

Installation

Installing The Gas Line

The gas line must be installed before finishing the M38DV-PRC fireplace. **Natural Gas** requires a minimum inlet gas supply pressure of 5.5" W.C. & a manifold pressure of 3.5" W.C. **Propane Gas** requires a minimum inlet gas supply pressure of 11" W.C. & a manifold pressure of 10" W.C. Provision must also be made for a 1/8" N.P.T. plugged tapping and be accessible for test gauge connection immediately upstream of the gas supply controls to the appliance. The fireplace gas connection and the main operating gas valve is located behind the removable brass trim at the bottom of the unit and need only be attached to the gas line with an approved fitting, as required by the applicable installation codes.

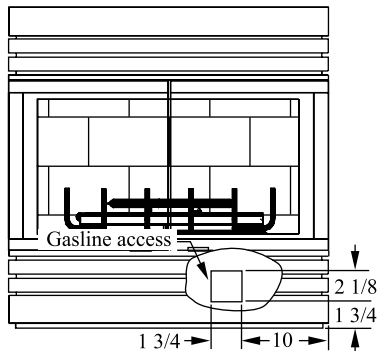


Figure 4. Gas line access.

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa).

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa).

* After gas line is connected **each appliance connection, valve and valve train** must be checked while under normal operating pressure with either a liquid solution, or leak detection device, to locate any source of leak. Tighten any areas where bubbling appears or leak is detected until bubbling stops completely or leak is no longer detected. **Do NOT** use a flame of any kind to test for leaks.

Installing The Remote Switch

The M38DV-PRC is equipped with a remote-operated valve for use with a wall switch. See Figure 19 for information on wiring the switch. The valve is pre-wired and generates its own power. **DO NOT connect any external power to it.**

Note: The switch location must not exceed 30' from the fireplace.

Vent Installation

This section covers the installation of direct venting and terminations. For a detailed diagram of allowed termination locations, see **Appendix A**.

Installation Requirements

- The M38DV-PRC fireplace uses Premium venting components with:
5" inner dia. / 8" outer dia.
- Minimum **2" clearance to combustibles** required for vent pipes
- Use only *certified Montigo vent components*. (Use of other parts will void the Montigo warranty, and may impede the operation of the fireplace.)
- All joints must be secured with a minimum of two screws per joint
- Vent terminations must not be recessed in walls or siding
- Horizontal runs must be supported by a minimum of two supports per horizontal run. A minimum of one screw on each side of support is also required
- Flex vent sections may be stretched up to 50% of their total length (eg. a 24" section may be stretched to 36")
- Maximum horizontal run for a flex section with no vertical rise is 3 feet.
- Flex vent sections over 3 feet must fall within the limits set by the venting graph and must have a minimum vertical rise of 3 inches per foot of flex.
- Venting components can be used in any combination of solid/rigid
- Solid vent sections may be cut less than half way from the tapered end
- Venting components can be used in any combination of solid/rigid pipe or flex pipe and in any orientation (Male connectors can face in any direction)

CAUTIONS:

- Vent terminations can be very hot. National Standards require that all terminations accessible to the public (below 7 feet from grade level, on balconies, or decks) be installed with a certified Montigo Heat Guard. (Part no. PTKOG)
- Do not obstruct, or attempt to conceal, the vent termination. These actions will affect the operation of the fireplace, and may be hazardous.
- In heavy snow areas, take extra care to prevent snow buildup from obstructing the vent termination.

Installation

Vent Terminations

Installing Terminations with Built-In Frames

1. Frame the termination opening to 11" x 11".
2. Fasten the termination to the studs using a minimum of 4 screws.

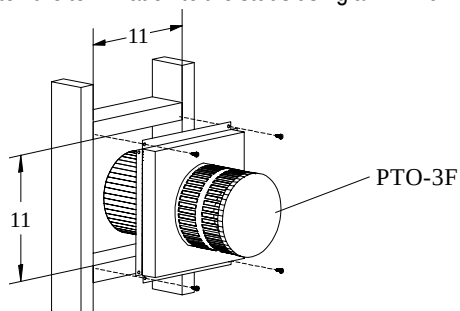


Figure 5a. Installing a PTO-3F termination.

Installing Terminations with MSR Frames

1. Frame the termination opening to 12" x 12".
2. Fasten the MSR frame to the exterior side of the studs using at least 4 screws. Attach the termination to the MSR using a minimum of 4 screws.

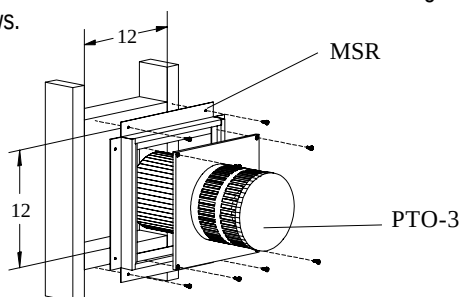


Figure 5b. Installing a PTO-3 termination with the MSR frame.

Installing Terminations with MOSR Frames

1. Frame the termination opening to 12" x 12".
2. Fasten the MOSR frame to the interior side of the studs using a minimum of 4 screws.
3. Insert the termination into the MOSR frame as shown here, and attach by screwing through the four pilot holes in the termination.

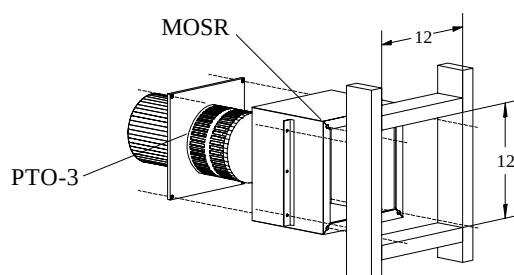


Figure 5c. Installing a PTO-3 termination with the MOSR frame.

Installing Heat Guards over Terminations

1. Ensure that the two **long** mounting brackets are facing the bottom of the termination. (See inset). This will provide more heat protection at the top of the termination, where temperatures are highest.

2. Attach to the faceplate of the termination using four sheet metal screws.

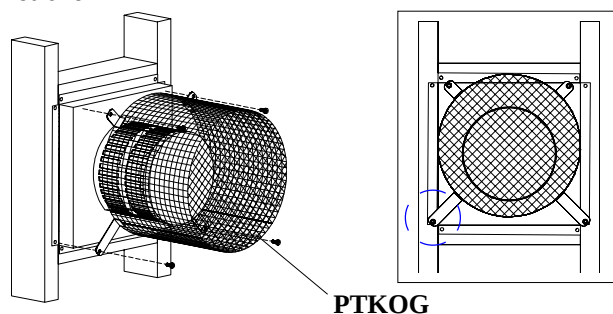


Figure 5d. Installing the heat guard.

Venting Runs

If your installation requires more than 12" of horizontal venting, some vertical lift is required. Use the vent graph below to determine an acceptable vent run. Unacceptable venting can affect the fireplace's combustion.

- the maximum horizontal vent run is 16 feet

The Venting Graph

Measure the vertical height from the fireplace hearth to the centre of the termination and the horizontal run from the fireplace flue collar to the wall flange of the termination. Plot on the Venting Graph (Fig. 6) with an 'X'.

If the 'X' falls on or above the top boundary of the shaded area, the installation is acceptable.

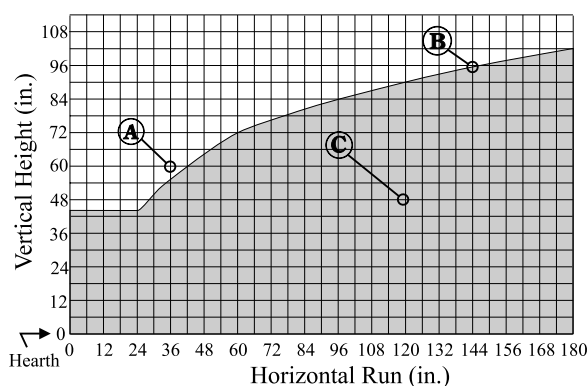


Figure 6. Venting Graph.

Example A: (Acceptable Installation)

If the vertical dimension from the hearth is 60", and the horizontal run to the wall flange of the vent termination is 36", this would be an acceptable installation.

Example B: (Acceptable Installation)

If the vertical dimension from the hearth is 96" and the horizontal run to the wall flange of the vent termination is 144", this would be an acceptable installation.

Example C: (Unacceptable Installation)

If the vertical dimension from the floor of the fireplace is 48" and the horizontal run to the wall flange of the vent termination is 120", this would **NOT** be an acceptable installation.

Installation

Direct Vent Installation

Vent systems that terminate through a wall may comprise up to six different components:

A - Termination	PTO-3 (3" length) PTO-3F (3" length)
B - Stucco Kits	MSR (stucco frame) MOSR (stucco can) BSR (brick can)
C - Flex sections	PFL-1 (12" section) PFL-2 (24" section) PFL-3 (36" section) PFL-4 (48" section)
D - Solid sections	PEXT-1 (12" section) PEXT-2 (24" section) PEXT-3 (36" section) PEXT-4 (48" section)
E - Extensions	PXT-5 (5" section) PXT-10 (10" section)
F - 90° elbow	PEL-90F/F PEL-90M/M

Short Configurations:

For installations straight through the wall, use a 2" or 5" termination (see above chart for Part #), and PXT-5 or PXT-10 to achieve the desired length. The maximum horizontal vent run with no vertical lift is 12".

See Figure 7.

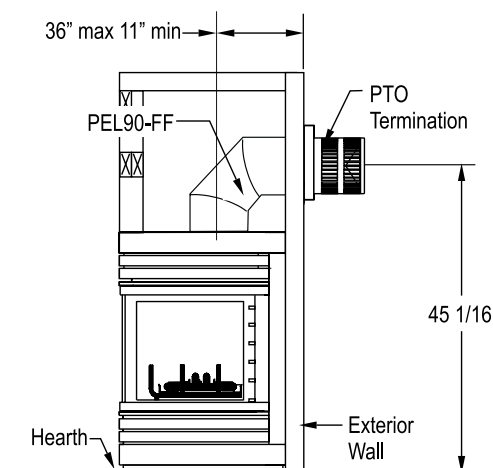


Figure 7. Short Horizontal installation with PEL90-FF elbow.

Long Vent Runs:

For longer or more complex vent runs, vertical lift is required. First ensure that the planned run is acceptable using the Vent Graph. Plan out the required components using the chart above. You may be able to use fewer components using the chart below.

Example:

A rigid section and an elbow used in conjunction with 3 ft. flex section (PFL-3) will, when extended in a chase, allow for a maximum horizontal run of twelve and one-half feet from the centre of the fireplace to outside wall and a minimum of 7'6" when retracted in opposite direction. (See Figure 8 and 9.)

"C" flex sections and "D" solid sections may be used in conjunction with one another to obtain different possible horizontal length installations. **NOTE:** Flex section must not exceed maximum horizontal length of 3 feet.

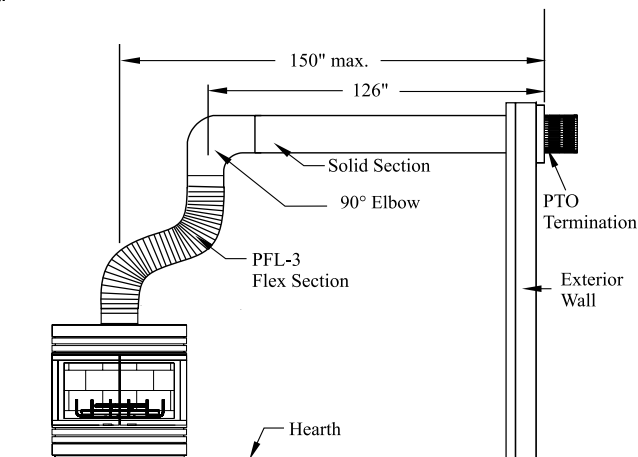


Figure 8. Extended installation.

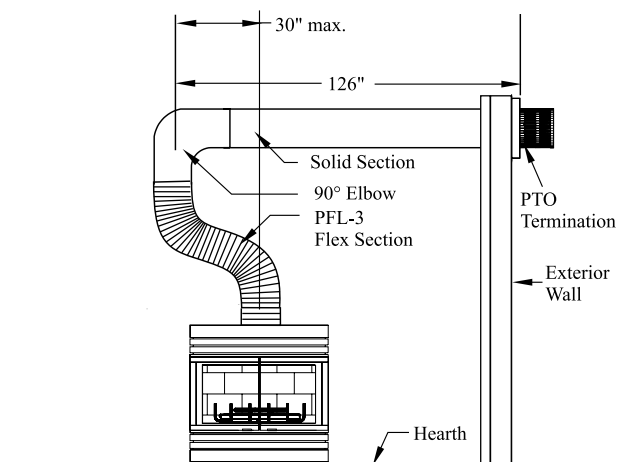


Figure 9. Retracted installation.

Installation

Vertical Vent Installations

- Vertical Terminations must be installed:
 - minimum 2' (two feet) above the highest point where vent passes through the roof.
 - minimum 6' (six feet) from a mechanical air inlet
 - minimum 18" (1 1/2 feet) from a parapet wall.
- Maximum vent height is 30 feet above fireplace.
Note: Flame characteristics will change if the maximum vent height is used.
- Minimum clearances 2" from vent to all combustible materials must be maintained.

A - Termination	PVTK-1
B - Flex sections	PFL-1 (12" section) PFL-2 (24" section) PFL-3 (36" section) PFL-4 (48" section)
C - Solid sections	PEXT-1 (12" section) PEXT-2 (24" section) PEXT-3 (36" section) PEXT-4 (48" section)
D - Support Ring & Plate	PSPXT-7 (8" dia.)
E - Firestop	PS-8 (8" dia.)
F - Roof Flashing	PRF-7 (1/12 - 7/12 pitch) PRF-12 (7/12 - 12/12 pt.)

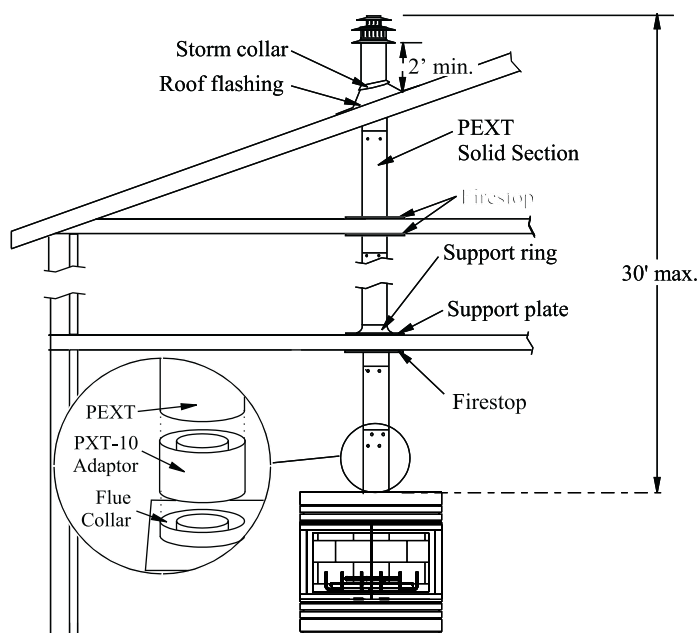


Figure 10. Straight, vertical venting. Using the required PXT-10 adaptor.

- A maximum of two offsets (each offset has two 90° bends) may be made if the length of the offsets does not exceed 25% of the vertical vent height, when measured center to center of piping.

Example: Typical vent installation.

30' vertical vent

2 - 2' offsets required

25% of 30' = 7-1/2' max. offset allowed

This venting configuration meets requirements.

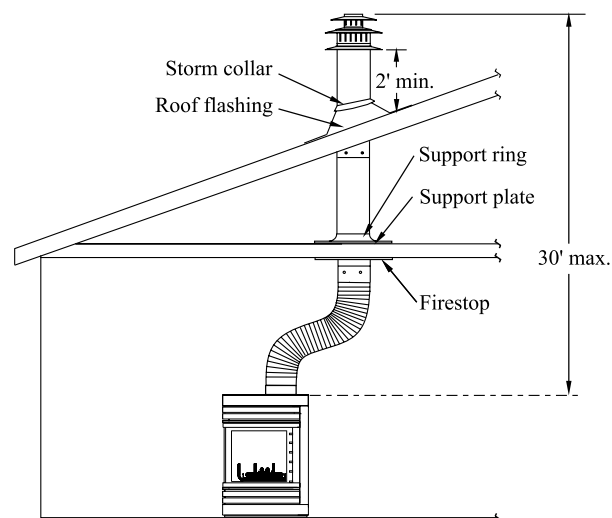


Figure 11. Vertical venting with 1 offset (1 offset= two 90° bends).

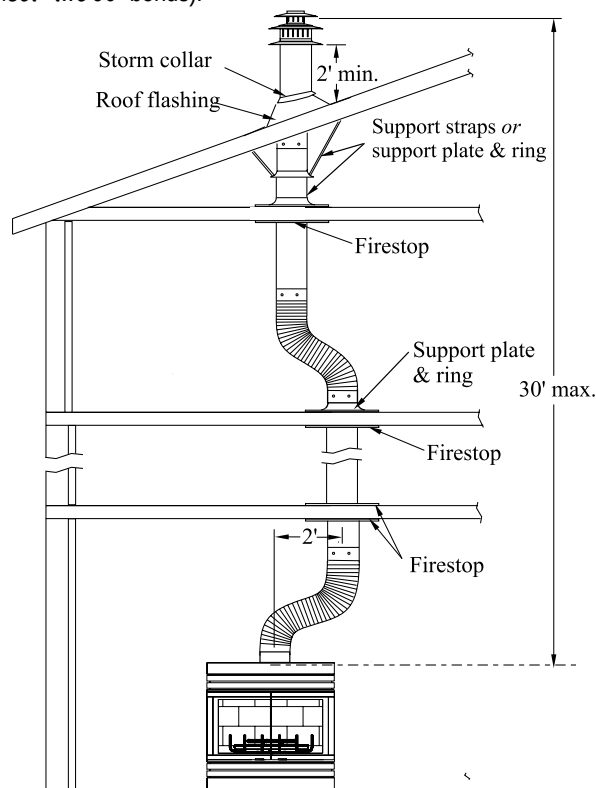


Figure 12. Vertical venting using 2 offsets (1 offset= two 90° bends).

Installation

Finishing Around the Fireplace

Combustible mantels and mouldings may be safely installed over the top and on the front of the fireplace provided that they do not project beyond shaded area shown in **Figure 13a**. Side wall clearances are 0". Combustible surrounds may be installed with 0" clearance to the side of the fireplace as shown in **Figure 13b**.

Fireplace Facing

When selecting the finish material for your fireplace, it is important to remember the following: **THE TRIMS MUST NOT BE OBSTRUCTED IN ANY WAY - to do so restricts the air supply for the control compartments and heat exchanger it also prevents access for servicing controls.**

The face of the fireplace may be painted to match the room decor, provided you use a heat-resistant paint. Decorative facing must not extend past the fireplace opening at all, because it will interfere with the access to retainers for removal of glass door.

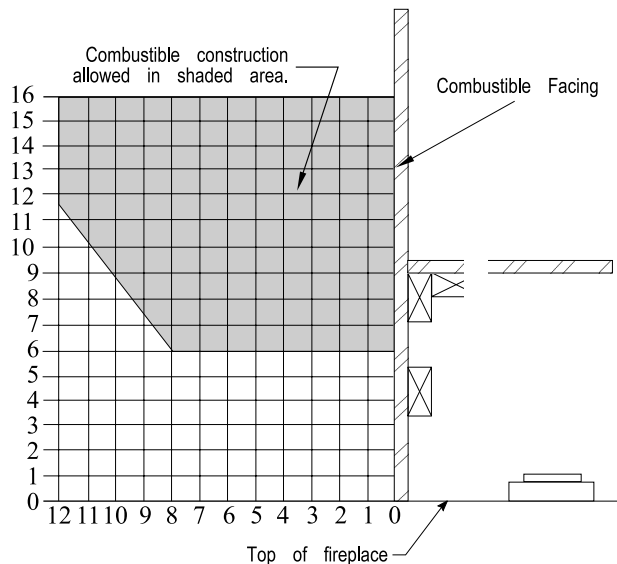


Figure 13a. Combustible mantles and facings.

Mantels & Surrounds

NOTE: Mantel clearances are for fire hazard prevention to combustible materials.

New technology, to meet consumer and government demands for the wise use of energy, has prompted us to manufacture many models of fireplaces which are hot, fuel and energy efficient.

Please be aware; temperatures over the mantel will rise above normal room temperature and walls above fireplace may be hot to touch.

We recommend careful consideration be given to the effects of elevated mantel temperatures which may be in excess of product design, for example: candles, plastic or pictures. This can cause melting, deformation, discoloration or premature failure of T.V. and radio components.

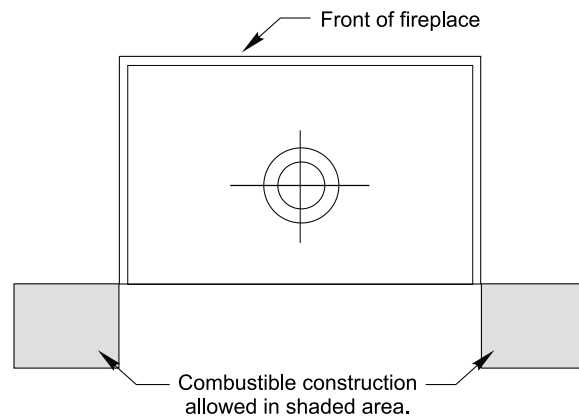


Figure 13b. Combustible surrounds. Top view.

Painting:

Special care is recommended by the Master Painters and Decorators Association, when painting the fireplace surrounds, to select and apply a quality **Alkyd sealer** prior to the applying of latex paints. This is to prevent leaching of water from evaporation and causing a brownish staining effect to paint over coats.

Installation

Wiring

Gas Control and Pilot Wiring

M38DV-PRC-I

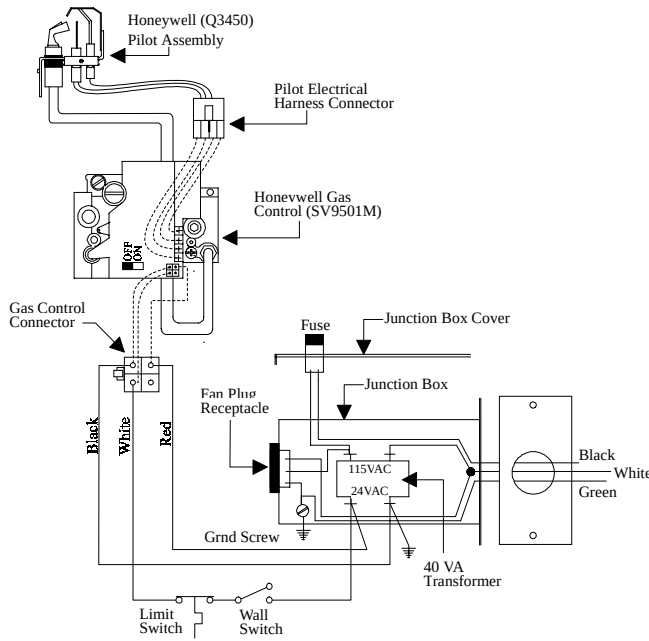


Figure 14. Wiring for the M38DV-PRC-I with Honeywell gas control and pilot.

Fan Wiring

The M38DV-PRC is equipped with 4 fans for circulating heat into the living space. **Installations in Canada** must be in accordance with **CSA C22.1** Canadian Electrical Code Part 1 and/or Local Codes.

Installations in the USA must be in accordance with local codes or, in the absence of local codes, with the National Electrical Code, **ANSI/NFPA 70-1987**.

NOTE: If any of the original wire supplied with the appliance is replaced, it must be replaced with the same type, or its equivalent.

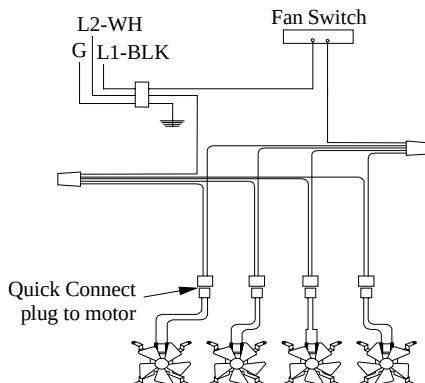


Figure 15a. Fan wiring.

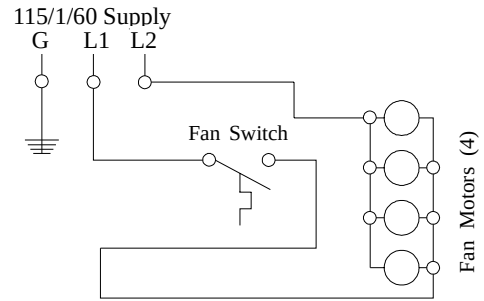


Figure 15b. Fan wiring schematic.

Removing and Installing the Inner Doors

Door Removal

The inner (combustion) doors are located behind the outer decorative doors. To remove the inner doors, simply unscrew the nine (9) machine screws on the top, bottom and side of the door. (See figure 16).

Door Installation

To attach the inner doors, align the door with the screw holes and re-fasten with all nine machine screws. Ensure that a good seal is maintained.

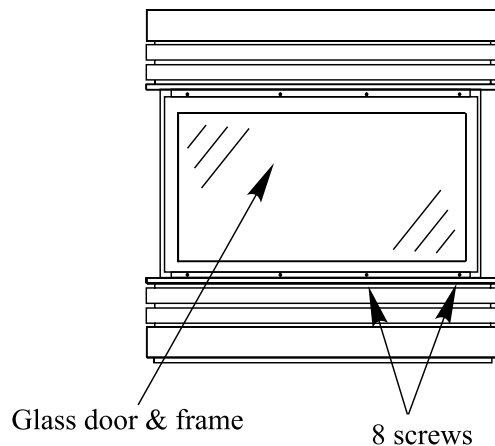


Figure 16. Removing inner doors.

Installation

Installing the Logs and Embers

Bottom Logs

The M38DV-PRC is supplied with five (5) fibre logs. The two large bottom logs (logs "A" and "B") are mounted on the burner grate by placing them into the slots.

Top Logs

Place logs "C" and "D" into their mating positions on the large logs as shown in Figure 16a below. Log "E" is mounted on top of logs "C" and "D" as shown in Figure 15b.

WARNING: If logs are not placed properly, excessive sooting will result.

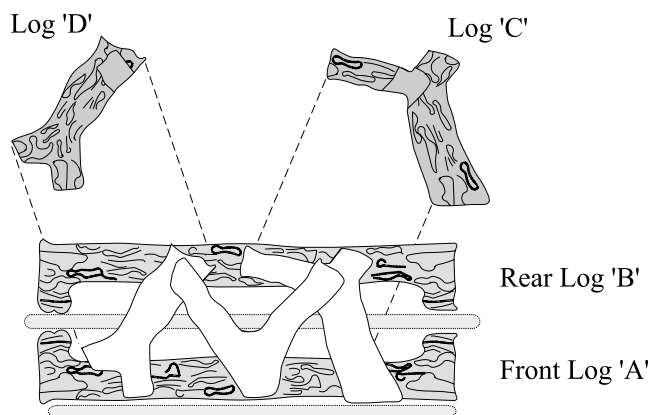


Figure 15a. Log Installation.

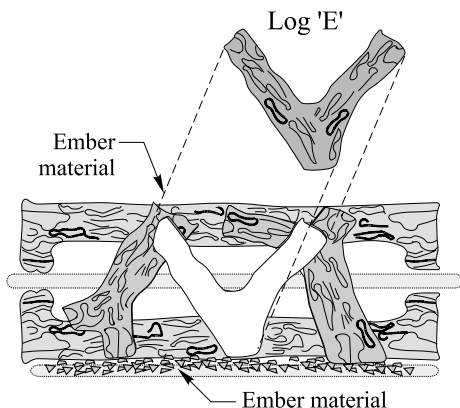


Figure 15b. Completed Installation.

Installing the Ember Material

The ember material is supplied in two packages. Place the material evenly along the front ember burner tube, next to log 'A'. Refer to figure 15b.

Operation

Lighting Instructions

See Pages 11-12.

Burner Adjustment

The M38DV-PRC is equipped with an adjustable burner, allowing you to raise or lower the flames. To adjust the flames, locate the black knob marked 'Hi-Lo', in the centre of the gas control valve (See Figure 16). The front burners are not adjustable.

- To raise the flame height, turn the black knob (located behind the lower trim) **counterclockwise**.
- To lower the flame height, turn **clockwise**.

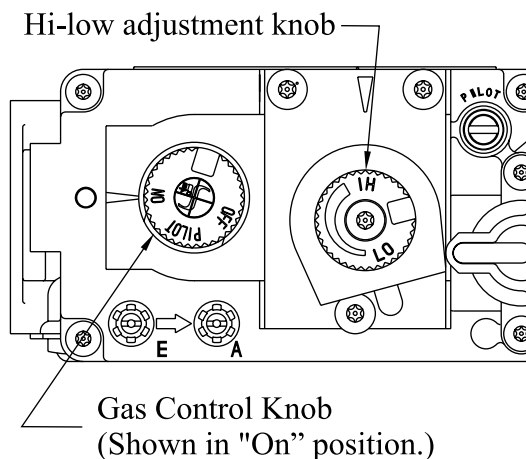


Figure 16. 'Hi-Lo' Adjustment on the M38DV-PRC's gas valve.

Note: M38DV-PRC-I models (electronic ignition) do not feature hi/lo adjustment.

M38DV-PRC

Operation - Model M38DV-PRC

with Continuous Pilot

For Your Safety - READ BEFORE LIGHTING:

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

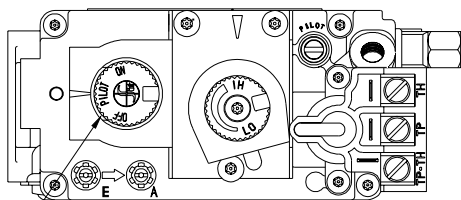
- A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

What To Do If You Smell Gas:

 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the Fire Department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Remove lower trims.
3. Push in gas control knob and turn clockwise ↻ to "OFF."
4. Wait five (5) minutes to clear out any gas. Smell for gas, including near the floor. If you then smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Locate pilot burner (See illustration at right.) and follow steps below.
6. Turn knob on gas control counterclockwise ↻ to "PILOT."
7. Push in gas control knob completely and hold. Light with Piezo Igniter button. Continue to hold the control knob in for about (1) minute after the pilot is lit. Release the knob and it will pop back up. Pilot should remain lit. If it goes out repeat steps 3 through 8.
 - If knob does not pop up when released. Stop and immediately call your service technician or gas supplier.
 - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
8. Push in gas control knob and turn counterclockwise ↻ to "ON."
9. Replace lower trim.
10. Turn on remote switch to ignite fire.



NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Remove lower trim.
3. Push in gas control knob slightly and turn ↻ clockwise to "Off". Do not force.
4. Replace lower trim.

M38DV-PRC-I

Operation - Model M38DV-PRC-I

with Honeywell Intermittent Pilot

For Your Safety - READ BEFORE LIGHTING:

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

A. This appliance is equipped with an ignition system that lights the pilot burner automatically.
Do not attempt to light the pilot by hand.

B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

What To Do If You Smell Gas:

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.

■ If you cannot reach your gas supplier, call the Fire Department.

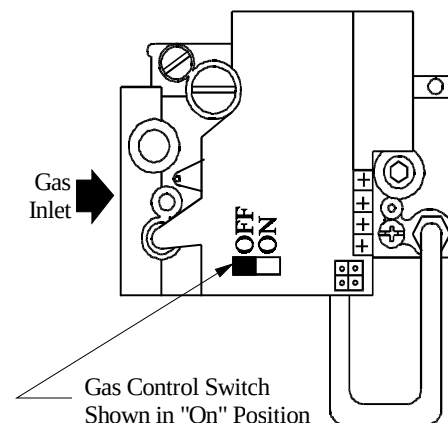
C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.

D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Remove lower trims.
3. Turn switch on the gas control to OFF".
4. Wait 5 minutes to clear out any gas. If you smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Turn switch on the gas control to "ON". **NOTE:** This unit is equipped with an ignition system that lights the pilot burner automatically. **Do not attempt to light the pilot by hand.**
6. Turn on wall switch.
7. Replace lower trim.

8. If the fireplace does not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.



To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Remove lower trim.
3. Turn the switch on the gas control to "Off".
4. Replace lower trim.

Maintenance

CAUTION

- Fireplace gas control must be in the "OFF" position and pilot and main burners extinguished when cleaning appliance with a vacuum.
- Glass and logs can get very hot. Handle only when cool.

General

- Have the fireplace installation inspected yearly, including a visual check of the vent system, the burner and the pilot flame. For convenience a 1/8" manifold pressure tap is supplied on the gas valve for a test gauge connection. See Figure 19.
- For **Natural Gas** this appliance requires a minimum inlet pressure of 5.5" W.C. and a manifold pressure of 3.5" W.C.
- For **Propane Gas** this appliance requires a minimum inlet pressure of 11" W.C. and a manifold pressure of 10" W.C.
- Always keep the fireplace area clear and free of combustible materials, as well as gasoline and other flammable vapours and liquids.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

Cleaning

When the fireplace is first activated, there may be some smoking and a visible film may be left on the glass. This is a normal condition, and is the result of burning the protective coatings on new metal.

- Glass must be cleaned periodically to remove any film (a normal bi-product of combustion) which may be visible. Film can easily be removed by removing the door, as shown on page 10. Handle the door carefully, and clean it with glass cleaners. One of the most effective products is Kel Kem.
- Silicone seals on inner door during initial firing will "off gas", leaving a visual deposit of a white substance on combustion chamber walls. This can easily be removed by following the steps described above.
- Use a vacuum cleaner or whisk broom to keep the control compartment, burner, and firebox free from dust and lint.
- Logs may be cleaned periodically with a vacuum to remove soot.

WARNING:

Do not attempt to clean glass when hot.
Do not clean glass with abrasive materials as any glass etching may cause premature glass failure.

Gas Control Valve

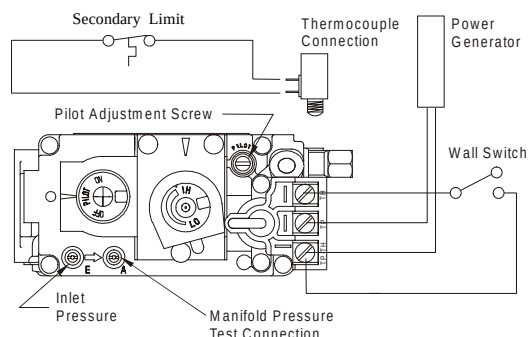


Figure 19. Sit Nova 820 gas valve.

Pilot Burner Adjustment

- Locate Pilot Adjustment Screw. (See figure 17.)
- Adjust pilot key to provide properly sized flame. (See figure 18).
- After installing or servicing, leak test with a soap solution with main burner on. Coat pipe and tubing joints, gasket etc. with soap solution. Bubbles indicate leaks. Tighten any areas where the bubbles appear until the bubbling stops completely.

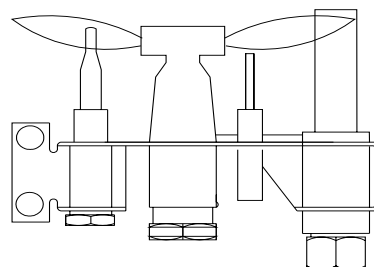


Figure 18. Pilot Burner.

Maintenance

Troubleshooting **M38DV-PRC**

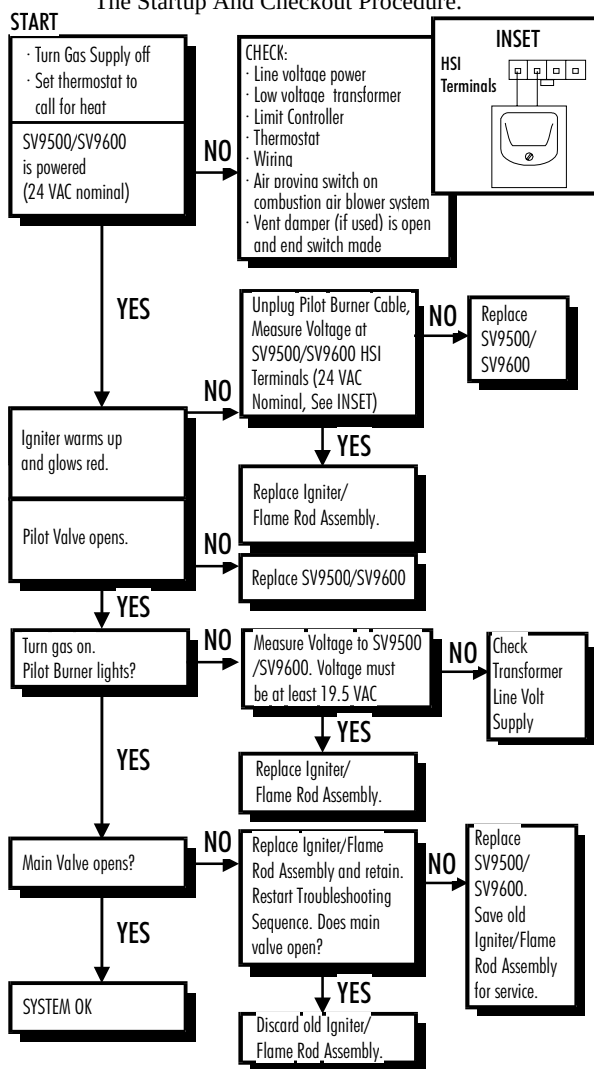
The following is a troubleshooting chart of possible problems:

PROBLEM	CORRECTIVE ACTION
Noisy Pilot Flame	Locate pilot adjustment screw on the front of the gas control valve. Flame is decreased by turning adjustment screw clockwise.
Pilot won't ignite	Disconnect remote wires and try to light pilot. If pilot now works, remote connections are faulty. Check wiring diagram figure 19 .
Main burner will not light	1. Check wiring (see figure 19) 2. Check wall switch for proper connection. 3. Check pilot burner. If extinguished: a. Allow fireplace to cool, then try to relight. b. If condition persists, call a qualified service person.

Troubleshooting **M38DV-PRC-I**

HONEYWELL SV 9500 /SV9600 Troubleshooting Sequence

NOTE: Before Troubleshooting, Familiarize Yourself With The Startup And Checkout Procedure.



If your fireplace still does not operate correctly, consult your dealer or the manufacturer.

All service and repairs should be performed by a qualified agency.

All spare parts, optional fans (see optional fan instruction guide), and optional trim finishes are available from Canadian Heating Products Inc. or your local dealer.

Warranty

The Warranty

The Companies warrants the Montigo Gas Appliance to be free from defects in materials and workmanship at the time of manufacture. On the Montigo, there is a ten-year warranty on the firebox and its components, a five-year warranty on the main burner, and a one-year warranty on the pilot burner, gas control valve and fibre logs. Glass, plated/painted finishes, and refractory lining are exempt.

Remedy And Exclusions

The coverage of this Warranty is limited to all components of the Gas Appliance manufactured by The Companies.

This Warranty only covers Montigo Gas Appliances installed in the United States or Canada.

If the components of the Gas Appliance covered by this Warranty are found to be defective within the time frame stated (see The Companies right of investigation outlined below). The Companies will, at its option, replace or repair defective components of the Gas Appliance manufactured by The Companies at no charge, and will also pay for reasonable labour costs incurred in replacing or repairing components. If repair or replacement is not commercially practical, The Companies will, at its option, refund the purchase price of the Montigo Gas Appliance.

This Warranty covers only parts and labour as provided above. In no case shall The Companies be responsible for materials, components, or construction which are not manufactured or supplied by The Companies, or for the labour necessary to install, repair or remove such materials, components or construction. All replacement or repair components will be shipped F.O.B. the nearest The Companies factory.

Qualifications To The Warranty

The Gas Appliance Warranty outlined above is further subject to the following qualifications:

- (1) The Gas Appliance must be installed in accordance with The Companies installation instructions and local building codes. The Warranty on this Montigo Gas Appliance covers only the component parts manufactured by The Companies. The use of components manufactured by others with this Montigo Gas Appliance could create serious safety hazards, may result in the denial of certification by recognized national safety agencies, and could be in violation of local building codes. This warranty does not cover any damages occurring from the use of any components not manufactured or supplied by The Companies
- (2) The Montigo Gas Appliance must be subjected to normal use. The Gas Appliances are designed to burn gas only. Burning conventional fireplace fuels such as wood, coal or any other solid fuel will cause damage to the Gas Appliance, will produce excessive temperatures and will result in a fire hazard.

Limitations On Liability

It is expressly agreed and understood that The Companies sole obligation, and purchaser's exclusive remedy under this Warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above.

In no event shall The Companies be responsible for any incidental or consequential damages caused by defects in its products, whether such damage occurs or is discovered before or after replacement or repair, and whether or not such damage is caused by The Companies negligence. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The duration of any implied warranty with respect to this Montigo Gas Appliance is limited to the duration of the foregoing warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above may not apply to you.

Investigation Of Claims Against Warranty

The Companies reserves the right to investigate any and all claims against this Warranty and to decide upon method of settlement.

The Companies are not responsible for work done without written consent.

The Companies shall in no event be responsible for any warranty work done without first obtaining The Companies written consent.

Dealers have no authority to alter this Warranty.

The Companies employees and dealers have no authority to make any warranties nor to authorize any remedies in addition to or inconsistent with those stated above.

How To Register A Claim Against Warranty

In order for any claim under this Warranty to be valid, The Companies must be notified of the claimed defect in writing or by telephone, as soon as reasonably possible after the defect is discovered. Claims against this Warranty in writing should include the date of installation, and a description of the defect.

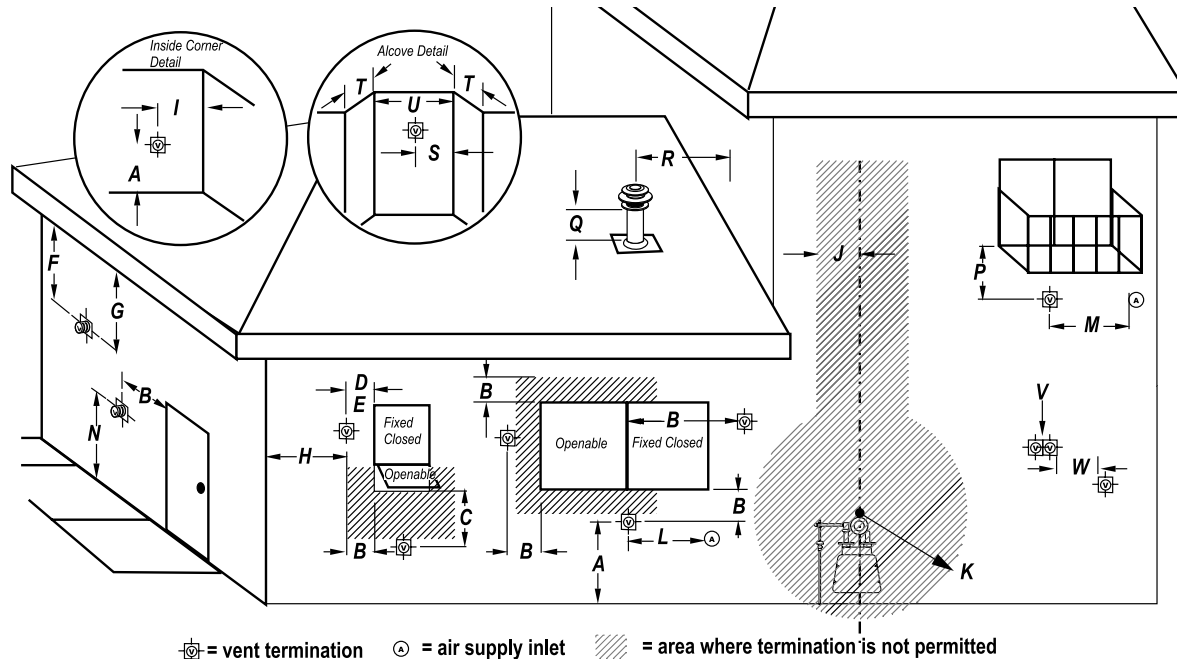
Other Rights

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE: The Companies as stated above refer to - Canadian Heating Products Inc. and/or Montigo Del Ray Corp.

Canadian Heating Products Inc. and/or Montigo DelRay Corp. reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products.

Appendix A - Termination Locations



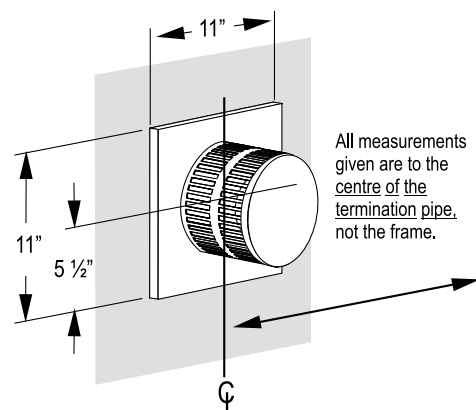
- A** = clearance to the termination frame above grade, veranda, porch, deck, or balcony [16 inches (41 cm) minimum]
- B** = clearance to door, or sides and top of window, that may be opened [16 inches (41 cm) minimum for appliances $\leq 100\,000$ BTU/H (30kW)]
- C** = clearance to bottom of window that may be opened horizontally [36 inches (92 cm) minimum for appliances $\leq 100\,000$ BTU/H (30kW)]
- D** = no clearance to permanently closed window when installed with approved glass penetration termination
- E** = clearance to permanently closed window [16 inches 41 cm recommended to prevent condensation on window]
- F** = vertical clearance to ventilated soffit located above the termination within a horizontal distance of 2 feet (61 cm) from the centreline of the termination [22 inches (56 cm) minimum]
- G** = clearance to unventilated soffit
[16 inches (41 cm) minimum to non-combustibles]
[22 inches (56 cm) minimum to combustibles]
- H** = clearance to outside corner [9 inches (23 cm) minimum]
- I** = clearance to inside corner [12 inches (31 cm) minimum]
- J** = * not to be installed above a meter/regulator assembly within 40" (103 cm) horizontally from the centreline of the regulator
- K** = clearance to service regulator vent outlet [3 feet minimum in the United States] [*6 feet (1.8 m) minimum in Canada]
- L** = clearance to nonmechanical air supply inlet to building or the combustion air inlet to any other appliance [16 inches (41 cm) minimum for appliances $\leq 100\,000$ BTU/H (30kW)]

- M** = clearance to mechanical air supply inlet
[*6 feet (1.8 m) minimum]
- N** = † clearance above paved sidewalk or a paved driveway located on public property [*7 feet (2.1 m) minimum]
- P** = clearance under veranda, porch, deck, or balcony
[16 inches (41 cm) minimum† to non-combustibles]
[22 inches (56 cm) minimum† to combustibles]
- Q** = clearance above a roof [24 inches (61 cm) minimum]
- R** = clearance to adjacent walls and neighbouring buildings
[18 inches (46 cm) minimum]
- S** = clearance from corner in recessed location
[12 inches (31 cm) minimum]
- T** = maximum depth in recessed location
[48 inches (122 cm) minimum]
- U** = minimum width for back wall of recessed location
[24 inches (61 cm) minimum]
- V** = no horizontal clearance between the frames of two terminations that are level.
- W** = horizontal clearance between the frames of two terminations that are not level. [36 inches (92 cm) minimum]

† a vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings

‡ only permitted if veranda, porch, deck, or balcony has an open side that is equal to or greater than the depth of the enclosed area

* as specified in CGA B149 Installation Codes. Note: local Codes or Regulations may require different clearances



Notes



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Canadian Heating Products Inc.
Langley, BC V4W 4A1

Montigo Del Ray Corp.
Ferndale, WA 98248